



**Azmir Ali**

**Senior Salesforce Developer**

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**Profile:**

* 9+ years of overall experience in Information Technology.
* 5+ years of experience in SalesForce configuration and Development in Salesforce with knowledge on LWC, Apex, Aura Components and JavaScript.
* Designed, Develop and maintained Salesforce on Field Service Lightning applications, standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* 3+ years of experience in Telecom OSS domain specializing in Service Assurance domain – Fault, Performance, SLA and Service Quality management for Billing System. BSS Rating & Billing team performing pre-billing, post-billing, Realtime rating for mobile and fixed
* Played a crucial role between Development Team and Operations team by conducting detail design discussions.
* Experience in Agile, collaborative environment, collaborating with other analysts, and database administrators of all backgrounds.
* Experience in solving problems, debugging, troubleshooting, designing and implementing solutions to complex technical issues.
* Experience in good communication with internal and external clients to understand business needs and provide technical solutions.
* Apply experience performing scripting in a UNIX and LINUX environment, including Shell or Perl, to execute complex queries, and utilizing testing, quality, and change management methodologies
* Proactively suggest ways of improving system stability, availability, performance and reliability
* Telecom Billing Specialist with in-depth domain knowledge and hands on experience in Salesforce and Amdocs Kenan (Arbor) Billing System.

**Education:**

* Master of Computer Applications (MCA), GPA 7.7 ANNA University, Tiruchirappalli 2012
* B.Sc., COMPUTER SCIENCE, GPA 7.3, Bharathidasan University, Tiruchirappalli 2009

**WORK EXPERIENCE:**

**APPLIED THOUGHT AUDITORS & CONSULTANTS INC, Virginia Aug 2023 – Till Date**

**Senior Salesforce Developer**

**HCL TECHNOGIES, BANGALORE Jan 2020 – Aug 2023**

**Salesforce Technical Lead**

**INFOSYS LIMITED, BANGALORE Feb 2014 – Jan 2020**

**Salesforce Technology Developer**

**Certification:**

* Certified in Salesforce Certified Administrator
* Certified in Salesforce Certified Sales Cloud Consultant (Earned Date: Aug 16, 2021)
* Certified in Salesforce Certified JavaScript Developer I (Earned Date: Dec 4, 2022)

**Skills:**

**Projects:**

**Project 1: XPERI - HCL TECHNOGIES**

**Xperi invents, develops, and delivers technologies that enable extraordinary experiences. Xperi technologies, delivered via our brands: DTS, HD Radio, IMAX Enhanced, Invensas, TiVo. Xperi Corporation and TiVo Corporation are now combined under Xperi Holding Corporation. Hence, we took the responsibility to merge the Xperi Corporation and TiVo Corporation Salesforce CRM systems which includes both Data and Meta-Data.**

**Analyst:**

* Develop business requirements and deal with all the CRM needs of the client using LWC, Apex, Auro
* Support the analysis of existing data feeds and current data systems, data conversion and integration solutions required to support business processes
* Take care of requirement gatherings, produce functional analysis, and facilitate customer workshops, etc.
* Develop and perform User Acceptance Test activities for the Data Conversion, cleansing and integration solutions
* To communicate with different project managers, clients, technicians and ensure efficient participation in all the different phases of development from testing to maintenance
* Ensure that proper documentation is captured, maintained, understood by and available to business and/or IT partners
* Escalate critical technical issues and potential problems as needed to the Project Manager to address any related issues in advance of deadlines

**Project 2: IRON MOUNTAIN INC - HCL TECHNOGIES**

**Managed Support and Development projects of Salesforce. Managing end-to-end root cause analysis and driving operational changes, drawing upon professional concepts, and recognizing job-related problems; understand the standard mission of the professional group and vision. Architecting technical solutions required to address customer requirements, assessing customers’ needs and recommending solutions that optimized value for both the customer and the firm.**

**ANALYST:**

* Understanding the clients’ priorities and escalation management
* Having good knowledge on development with LWC, Apex.
* Lead the testing and implementation of package development efforts, as well as coding, configuration, regular maintenance, installation, testing, and debugging, additionally managing timelines and manufacturing technical documentation
* Having good knowledge on Custom Objects, Custom Triggers, Custom fields, Validation rules, page layouts, Record types, Relationships, data migrations, Workflow rules, debug logs
* Having knowledge on Reports and Dashboards
* Management of Requirement Analysis, Design Document, Build, and Unit Testing
* Creation and maintenance of Sandboxes

**Project 3: Excite Track 1 - INFOSYS**

**Proximus is the Single Largest Telecom provider in Belgium and is planning to mobilize their Sales by rolling out sales cloud on Salesforce. As part of Excite Release Track 1.1, Proximus is enabling CS integration to achieve program objectives. Excite is a business Transformation program which aims at transforming the entire IT landscape within Proximus.**

**Analyst**

* Work closely with sales management to inspect sales process quality and prioritize improvements
* Configuration and customization the Dashboard, reports, fields of Salesforce.com for better workflows and reporting.
* Consistently provided solutions to workflow issues and structured environment for ease of use
* Duplicating the BCI opportunity ID manually to BCI system for making the identifications for Proximus Product Opportunities using SoapUI tool
* Maintain data quality by Identifying and deleting or merging duplicate records and updating the inaccurate data

**Project 4: ONLINE CHARGING SYSTEM (OCS) – MIGRATION PROJECT - INFOSYS**

**Implementing Huawei Online Charging System (OCS) in Proximus Telecom Company (Belgium’s Largest Telecom Service Provider). Implementation of this project enables Proximus customers to monitor accurately and in near real time the usage of the communication bundles (data, SMS, Voice) within Proximus.**

**Analyst:**

* Validation and verification of invoice generated between old and new billing
* Incremental approach followed for the migration process to ensure bills are processed accurately and delivered on time by reviewing customer invoices, performing bill cycle audit procedures, and trending analysis.
* Preparing the billing reports by collecting, analyzing and summarizing data and trends for Financial Audit team.
* Responsible for ensuring accurate and complete migration of data from legacy application to OCS platform.
* Supporting parallel runs between legacy and new platform to ensure no leakage of revenue and accurate invoicing.